



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

The pages of this edition of *Silhouette* are packed with a variety of stories from all corners of the UK, from Bournemouth up to Orkney.

But if there's one over-arching theme that comes out of every one of them, it's the way we Profile people engage with others.

These are stories of personal commitment and dedication. About long term relationships, new ones, and sometimes fleeting encounters that have left their mark.

We have echoes of the recent Platinum Jubilee and we look forward to brave endeavours on the lochs of Scotland – give generously to our chaps who will be paddling in aid of Cancer Research this August.

The Editor

Silhouette Magazine

Please keep your views, news and stories coming in. Simply email them all to The Ed at info@profilesecurity.co.uk

Loch, stock and paddle

A number of enterprising Profile staffers are set to cut a dash through some of Scotland's most spectacular scenery this summer.

Business Development Manager **Andy Hill** and Commercial Director **Chris McKay** will attempt to kayak the Great Glen Canoe Trail in aid of Cancer UK, ably supported by Compliance Manager **Paul Sopp**.

Starting on 8th August, the four-day adventure will take our intrepid paddlers Andy and Chris from the Atlantic north-eastwards to the North Sea. Starting out at Fort William, their route will follow the Caledonian Canal as they conquer the formidable open waters of Loch Lochy and Loch Oich between taking on the might of Loch Ness. Effectively an inland sea, this would be a daunting challenge in itself, but the Profile team will be taking it in their stride as part of their epic trek.

They plan to average 23 kilometres of paddling each day, camping on the loch shores at night. They will need to tackle 22 lock gates to portage – carry their Kayak – around each obstacle. This lifting and lugging will amount

to a total distance of 3.2 kilometres over the entire trail that will span 95 kilometres to the finish in Inverness.

The team hopes to raise as much money as possible for Cancer Research UK, setting its sights on a target of £2,500.

Donations large and small are welcome on their Just Giving page. Just click on this link: <https://www.justgiving.com/fundraising/andrew-hill71>

You can follow their progress along the way during the challenge from 8-12 August via their social media links and Profile's company page on LinkedIn and Facebook.



Issue Highlights...

- All hands on deck for COP26
- Profile's NHS heroes in the Midlands
- Blackburn lifesavers
- Bournemouth University signs up
- Orkney cruises call
- Scottish business wins galore

and MUCH MORE besides...

COP26 Scaling up for the Summit

Although last November's United Nations Climate Change Conference may already seem a lifetime away, *Silhouette* did not want the efforts of a very special Profile star to go unnoticed.

While COP26 was going on, Profile played its part by working with our Peel Ports client at the King George V Docks in Glasgow. Our Duty Manager and Glasgow Cruise Supervisor **Colin Glen** planned and controlled a month's worth of cover for the *Romantika*, a cruise vessel hired to house the security teams attending the COP26 event.

Providing security for those responsible for the security of so many VIPs came with a variety of challenges. There were incidents aplenty, including attempts to bring weapons on board, noise complaints and random assaults. Throw in police vans disgorging officers from all over the country plus a visit from Greenpeace and their flagship *Rainbow Warrior* and you have your hands full.

Colin and his team performed wonderfully, taking it all in their stride. Security for COP26 was arranged



Cop this action: Greenpeace's Rainbow Warrior sails in.

by Optima whose manager **Steve Paget** was full of praise: "I wanted to take this opportunity to thank you and your team at King George V port for your continued support and help during the past two weeks... Colin, with whom I have personally had many first hand dealings, has been extremely professional and is an asset to your company".

Roger Riach told *Silhouette*: "I was delighted to receive such great feedback. I spent lots of time on the ship and Colin had it all running like clockwork. Nothing was a problem to him and his team."



Optima's Steve Paget (right) makes the presentation to Profile's Colin Glen in recognition of the team's support throughout the climate change summit.

Riach reaches up

Profile's Regional Manager for Scotland **Roger Riach** has been promoted to Operations Director (Scotland).

Our Divisional Director **Colin Beaver** congratulated Roger on his promotion and thanked Roger's management team for the way they have responded and supported a host of new business wins, commenting "it's our people that make the real difference".

Profile has sealed 10 new opportunities across Scotland since October 2021. New contracts include the Italian Consulate in Edinburgh and City Wharf with Knight Frank in Aberdeen among some fantastic tender successes.

Roger commented, "I am so proud of everyone involved in our success so far this year. Thanks to our sales team for the great tenders, the admin team for all their support, IT for the quick turnaround on requests, accounts for keeping us right and the directors for supporting the business".

Leading the charge was Roger's management team of **Andrew Foley**, **Rob Hill** and **Davie Neilson**: "They and all their teams have worked so hard. Great effort by all involved!" added Roger.

Bedside manner earns praise



At *Silhouette*, we're always delighted to hear from happy customers. **Kay Gaven**, Operations & Relationship Manager with the Midlands Partnership NHS Foundation Trust, dropped us a line via Profile Regional Manager **Chris Flavell**.

"We recently received a wonderful compliment for the two Profile security guards at Cobridge Community Health Centre in Stoke on Trent," wrote Kay.

NHS Phlebotomist **Neil Glanville** who works at the centre wrote in saying, "I wanted to tell you how amazing, hard-working and protective they are to us staff and the patients".

Profile Security Officers **Hamzah Mirza** (known to everyone as "H") and

Michael Hulme (known to all as Mick) have made quite an impression, receiving further praise from tenants and visitors alike. Neil went on, "Some patients only come back because of these two guys as they feel protected and are always greeted with a smile".

If there is ever a problem, they sort it out quickly and with no fuss. They've also been there when things have become heated and always defuse the situation brilliantly".



Heartfelt message: staff and patients at Cobridge Community Health Centre clubbed together to present Mick with this special award.

The Cobridge team got together and commissioned a special award which left Mick "absolutely chuffed" (his words). Chris Flavell also presented each of the guards with a £50 gift card.



From left: Kay Gaven, Profile Officers Hamzah Mirza and Mick Hulme, Julia Barraclough, Manager of the MPFT Sexual Health Service at Cobridge who added her own thanks at the presentation and Chris Flavell.

Rolling the Dyce and winning



Following a competitive tender, Profile Security was delighted to be awarded the contract with ASCO World late in 2021.

One of the largest providers of integrated service solutions to the global oil and gas sector, ASCO is headquartered in Dyce, Aberdeen, while their Southbase facility in Peterhead is the largest of its type in the world.

Profile welcomed 19 new staff members to the team across six new properties. **Roger Riach**, Operations Director (Scotland) told *Silhouette*: “We are delighted to welcome the ASCO team on board. **Andrew Foley** (CSM North Scotland)

worked tirelessly on the TUPE transfer and mobilisation programme, making sure all the new staff were spoken to in person and were made to feel at ease with the process.”

With over 50 years’ experience, ASCO’s experience of the energy industry helps its customers by transforming operational efficiency and improving processes.

Profile will provide security services to six ASCO sites, including its HQ in Dyce, Aberdeen.



Blackburn lifesavers

Shoppers in the busy Blackburn Market had reason to run for their lives in April. Profile Officers **Mohammed Afzal** and **Gulfam Shahzad** were quick to respond following an attack on a young person.

Thanks to their swift life-saving intervention, the victim had a narrow escape and is making a good recovery. A spokesperson for Profile client Blackburn with Darwen Borough Council said, "We haven't seen an assault like this in 15 years. The two

security staff risked their lives by stepping in and helping this young man".

The alleged attackers were arrested and taken into custody. Profile's Divisional Director North **Colin Beaver**

congratulated the two Security Officers, with members of the emergency services commending the pair for their courage in dealing with this vicious assault.

Thankfully, events such as these are rare but Profile guards on the front line again proved they were ready and able to tackle the unexpected.



*Courage: Profile Officers **Gulfam Shahzad** (left) and **Mohammed Afzal** pictured here at Blackburn bus station earned recognition for their lifesaving actions in Blackburn Market.*

Bournemouth bounds in



Profile is delighted to welcome Bournemouth University as a new client within our South West Division.



Bournemouth Gateway Building, Lansdowne Campus

The contract will see us deliver integrated security services over a five-year term for their Talbot and Lansdowne Campuses.

The university has more than 19,000 students and is ranked in the top 100 young universities in the world.

Bournemouth University's

purpose is to inspire learning, advance knowledge and enrich society by bringing together research, education and practice to create something that is greater than the sum of its parts.

This vision which they dub "Fusion" brings together the contribution of staff, students and graduates. Profile hopes that its team of dedicated Officers and Managers will soon be making its contribution as we provide a series of bespoke services. These include front of house reception, library support, an out-of-hours emergency point of contact and a mobile



Poole Gateway Building, Talbot Campus

patrol service using a fully electric vehicle.

Profile's **James Lampard**, Regional Manager South West commented, "We are delighted to have the opportunity to provide these bespoke services for Bournemouth University and to have been successful in our bid. After a very detailed and defined transition period with an eight-week lead-up time, we are finally ready to start this exciting journey with Bournemouth University".

The contract delivery will focus on a robust operational structure, employee engagement, and our workforce management technology, LIMIT, to ensure we meet the expectations of our new client.

James added, "The Bournemouth team has been extremely welcoming and has provided much insight to the university culture and passion. In current times it's great to see our teams going above and beyond to provide the services required at both sites".



Poole House, Talbot Campus

Orkney outposts on board

Profile's maritime business goes from strength to strength with the news of a successful tender for the Orkney Islands Council cruise season contract.



All aboard: Profile teams will be on hand to ensure smooth sailing in and out of the Orkneys.

This includes **Ian Robinson** who has relocated to the islands from Middlesbrough. Ian is a fully qualified SIA instructor so we were able to train our new recruits in Stromness in March, ready for the forthcoming season.

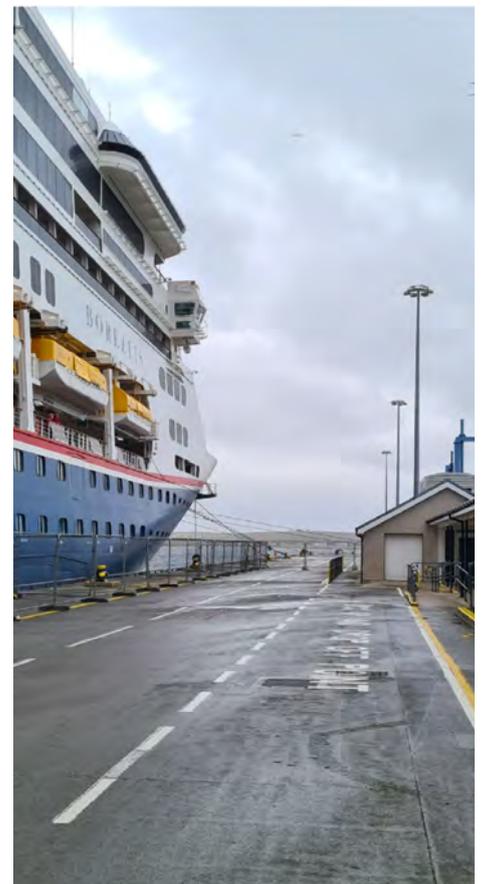
For those that don't know, Kirkwall is 322 miles from our Glasgow office with a 90-minute ferry crossing, or six and a half hours on a ferry from our Aberdeen office. Having taken a flight on his first trip, Davie advised, "Never again! I was sure the elastic band powering the engine was going to run out". Safe travels, Davie.



The five-year deal will see Profile provide security to the ports of Stromness and Kirkwall. With the Orkney Islands being Scotland's busiest cruise destination, this means servicing 187 cruise calls a year.

The contract adds to Profile's other Scottish cruise destinations in Greenock, Montrose, Peterhead and Aberdeen.

With no staff transferring under TUPE arrangements, recruitment had to be started from scratch. Customer Services Manager **Davie Neilson** proved more than equal to the challenge. Using the full power of print and social media, Davie has managed to put together a fantastic team.



• AWARDS SEASON •

OSPA winners!

We are delighted to announce that a Profile team has won the prestigious Security Team Performance of the Year Award at the OSPAs – the Outstanding Security Performance Awards.



Outstanding Security Performance Awards

Silhouette readers will remember from our last issue that Profile was nominated twice in the category. Our P&O Hull Team was in the running, but in the end Profile's **Valero Energy Team** was the one selected by the independent panel.

Profile's account management team led by **Colin Beaver** took up the Valero contract in June 2019. Since then they have provided operational support for a number of the client's special projects, earning praise for their exemplary performance.

The team was also recognised for the outstanding support offered

during the Covid-19 pandemic, taking on additional responsibilities and supporting the client through a very difficult period.

Deployed across a number of locations, members of the team have all received enhanced training to cover extremely varied roles. They have improved service delivery from an operational aspect and in terms of internal procedures. Both have resulted in significant cost savings for the client.

Our men and women have also supported local charities, pulling in donations of tens of thousands of pounds from Profile and contributing to Valero's many charity initiatives that have raised over £1.5 million to date.



Award winners: Pictured from left are Profile's **Colin Beaver** (Divisional Director) and **Barry James** (Security Manager) with three of the remarkable team, **Claire Utting** (Supervisor), **Tony Smith** and **Nigel Morgan** (Security Officers). Joining them is Valero's European Regional Security Senior Manager **David Blackhouse**.



With a growing portfolio of projects, house building firm Rosewood Homes continues to thrive.



On site: Profile's **Victoria Ramsay** with Site Manager **Stephen Lauder** from Rosewood Homes.

Profile have been looking after their security needs on a variety of sites, keeping intruders at arm's length and tailoring each site with bespoke solutions.

The latest project is in Cleland where Profile took charge from February 10th. Work on the build is well in hand while two more are drawing to a close. One is the transformation of the 1930s Broomknoll Church in Airdrie, a listed building which has just been converted into new flats for social rent, plus 25 more new-build flats on Campbell Street in Hamilton.

"We look forward to working again with **Stephen Lauder, Keith Burns, Lou Lauder** and the rest of the management team on future projects," said **Victoria Ramsay**, Business Development Manager (Scotland). "They're a great bunch of gents who build some lovely homes and the workmanship is of the highest quality."

★ Donna's election victory ★

Congratulations go to Security Officer **Donna Clark**. Since joining Profile in April as part of the Marischal Square contract (see separate story), Donna has not only been training at the Port of Aberdeen but has also been elected as a Councillor in the city's Northfield/Mastrick North ward.

Operations Director **Roger Riach** is delighted to have such an esteemed Councillor working for Profile. "You will do a great job serving your constituents, Donna. Good luck!"



Multi-tasking: **Donna Clark** has our vote.



There's cause for celebration for three Profile officers who have been working with the Leicestershire Police force.

To mark the Queen's 70 years on the throne, all those with five years' service have been presented with a Platinum Jubilee Medal. As well as eligible Police Officers, Special Constables and Police Community Support Officers, Profile staff with five years' service were included in the roll call.

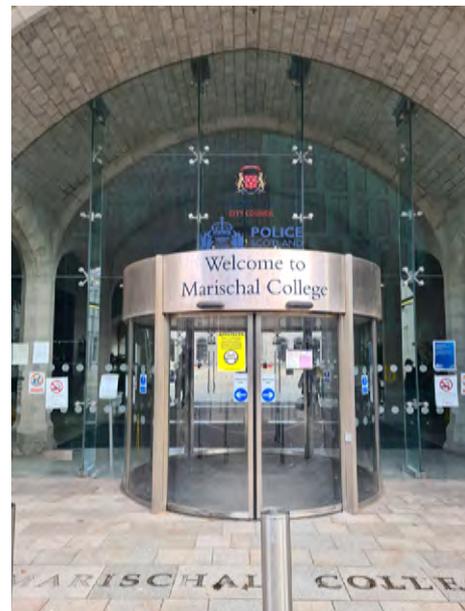
Site Security Manager **Adrian Simpson** and Officers **Liam Denton** and **Michael Robinson** were each presented with their medals.

Commenting on the award, Leicestershire Police's Chief Constable **Rob Nixon** said, "In British policing, we proudly swear an oath of allegiance to the monarch and it is an honour to carry Her Majesty's crown on our uniforms".

On the run up to the Platinum Jubilee weekend, the police chief said: "The public will certainly want to see us marking and enjoying this historic first while keeping them safe. I know you will represent our service exceptionally well, turning out as if we were welcoming Her Majesty herself, and carrying out our duties with the same empathy, professionalism and respect".

Marshalling Marischal

Following a pitch in 2021, Profile Security has added to its existing portfolio with Aberdeen City Council.



Mixing old and new: the iconic Marischal College building is home to Aberdeen City Council

We were thrilled to start providing cover at the council's HQ in Marischal Square where our teams will assist both council staff and visitors to this iconic Aberdeen landmark.

Our management team worked hard on the TUPE transfer of staff which coincided with the ASCO TUPE (see separate story). Customer Services Manager **Andrew Foley** kept all the plates spinning without a hitch.

In tandem with this, we have also added the Council's Kittybrewster Depot to our portfolio. This site went live in June and will see more new staff joining Profile Security. We welcome them all.

Commenting on the moves, Andrew said, "It has been an absolutely manic four or five months in 2022 with the new business but it has been great. All the staff and clients have been fantastic and I look forward to working with all of them over the coming months and years".

Park is state of the art

Profile Security is delighted to renew its association with Cushman & Wakefield, the global commercial real estate services firm. Profile will be providing manned guarding services for a prestigious development at Edinburgh Park, the business district in the South Gyle area of the city.

Number 1 New Park Square is an 80,000 square foot, five-storey commercial office building, along with an associated multi-storey car park. It will be the first of seven new office buildings at Edinburgh Park, located in its new zero carbon urban quarter.



*Standing proud: Business Development Manager **Victoria Ramsay**, Security Officer **David Falconer** and Operations Director **Roger Riach**.*

New Park Square will be a bustling piazza that connects the whole estate, linking offices and homes alike with dynamic public spaces. World-class sports, fitness and cycling facilities will empower occupiers to live healthy lives, all set against the breath-taking landscapes of the Pentland Hills.

Other highlights that set 1 New Park Square apart include a bakery, bar restaurant and a performance space.

Developers Parabola will look at expanding the established business community from 10,000 workers to around 20,000, with up to 2,000 people taking up residence in new homes. It is Parabola's ambition to transform New Park Square into a 24/7 active, healthy and vibrant place to live, work and have fun.

Located between the airport and the city centre – each of which is just one stop away on the tram network – the complex is also close to all the main motorway routes into Edinburgh. The scheme was designed by award-winning architects AHMM with Sir Robert McAlpine (another Profile client) as the main contractor.

Profile's Business Development Manager for Scotland **Victoria Ramsay** commented, "It's such a beautiful building and the amenities this site has are second to none. We are truly delighted to welcome back Cushman & Wakefield and we would like to thank **Gary Piercy**, their Regional Facilities Manager, for this fantastic opportunity".

IN PROFILE



Strong man: CSM Paul Carden is leading by example

Continuing our occasional series where *Silhouette* introduces newcomers and veteran members of the Profile team to colleagues and clients, this time we meet **Paul Carden**, newly appointed Customer Services Manager at Profile's Birmingham branch.

Silhouette: Paul, welcome to Profile. First off, tell us where you'll be working.

Paul: So I'll be working out of the Solihull office, taking leadership over the Leicester, Milton Keynes and Luton contracts.

Silhouette: Have you always worked in the security sector?

Paul: I have an extensive military background, serving 14 years in the British Army in hostile environments such as Afghanistan, Iraq, Kosovo and Northern Ireland. When I left the Armed Forces, I had the privilege of working within the football sector providing close protection services to the England football team and Brazil's national team. I've worked in a wide variety of security roles which have given me valuable experience leading and delegating large teams, from close protection to operational planning at senior level.

Silhouette: What is it that makes security management so special?

Paul: I have a real passion to get the best out of people, spending time with Officers and getting to know the real you. I believe Security Officers are the backbone of any successful company like ours so spending time with them on a daily basis is key to building good working relationships. I always remember something I learnt as a junior Non Commissioned Officer: "Look after your team and your team will follow you into battle".

Silhouette: What are some of the challenges you face, day to day, and what is the secret for dealing with them?

Paul: In modern day security, the SIA are making it harder for individuals to join the profession with SIA courses lasting up to seven days as a minimum if you include First Aid. For those looking to stay in the industry, they have to get through top-up training courses covering new modules, video evidence and pass written examinations before a licence can be granted. Retention of staff is crucial as a Manager, keeping good quality people is key to keeping our customers happy. I believe in investing in my staff by spending quality time with an Officer on a visit, dealing with any issues they may have and so on. A happy Officer is a long serving Officer.

Silhouette: How do you like to spend your free time?

Paul: Away from work I devote a lot of time to my passion for fitness. In the past I've competed in Strongman events and my goal for 2023 is to compete in a bodybuilding competition. I enjoy family time with my wife and children – when I'm not in the gym!

Loreburne is back!

Profile was delighted to be invited back to the Loreburne Shopping Centre after a three-year hiatus. The Dumfries retail complex which houses a host of high street names is under new management.

Hurstwood Holdings has great plans for the future. As well as space for a gym operator to come in, planning has been granted for a new indoor Food Village.

Profile's renewed association with the Loreburne is already into its second year. Site Security Manager **Andrew Gardner** and Customer Relations Officer **Ian Barker** are back, along with new recruits **Mark Royston** and **Aydn Jackson**.

Feedback on the team's performance has been excellent. To quote the ladies in the centre's Barrhead Travel, "It's the best team they've had in a few years. Mark is such a lovely chap, very assertive," and "All the regulars love Ian. He is very good with them. I've seen him yesterday assisting an old lady and he sat her down on one of the massage chairs to help her get her breath back".

Bringing the business back to the Profile stable has been possible thanks to the hard work of Customer Services Manager **Davie Neilson**, Operations Director **Roger Riach** and Business Development Manager (Scotland) **Victoria Ramsay**.

Working with **Matthew Bint**, Estates Director at Hurstwood Holdings, their new Centre Manager **Michael O'Hagan** has forged an excellent partnership. Victoria commented: "It has been really good working with Michael in the last year. He is very experienced and passionate about the standard of service provided at the Loreburne Shopping Centre. We are every bit as passionate about providing that quality of service and believe we have again delivered. We look forward to developing our business relationship with Hurstwood Holdings throughout the UK".

Michael O'Hagan is intent on working in total partnership with the Loreburne's local Scottish suppliers in a professional, courteous and results-driven manner. He told us, "Profile is providing an excellent and measurable customer service to both the retailers and our customers, day after day. Keep up the great work!"



Working together to win: Pictured from left are Victoria Ramsay, Andrew Gardner, Centre Manager Michael O'Hagan (Hurstwood Holdings), Ian Barker and Roger Riach.

IN PROFILE



Eyes on the screen: Regional Ops Manager **Lee Edson**

As it's been a while since our last Edition, Silhouette is giving readers an In Profile double-header, getting to know **Lee Edson**, our new Regional Operations Manager in the Midlands.

Silhouette: Hello Lee and welcome to Profile. Tell us about your career so far.

Lee: I've been in security since I was 18. I'm now 35. I started as a Corporate Security Officer covering reception duties, moved into door supervision, and then joined Advance Security in December 2008 as a Retail Security Officer in a fashion retail store. Fourteen months on, I was appointed Store Support Manager covering a regional portfolio of stores. I spent five years as Security Operations Manager and in June 2019 I was promoted to Senior Operations Manager.

Silhouette: Management is clearly your strong suit. What happened next?

Lee: In January 2020, I was appointed Deputy National Account Manager looking after four national retail accounts and five Security Operations Managers. Then in May 2020 I was promoted to National Account Manager, which gave me full day-to-day operational responsibility for seven national retail accounts totalling £25m turnover and 27,000 manned guarding hours per week. From September 2021 I worked with Professional Security as Operations Manager East Midlands, responsible for three Area Managers and the overall running of their portfolios in the hospitality industry. I was then lucky enough to be offered a position with Profile Security and joined on 6th June 2022.

Silhouette: What makes security management different?

Lee: One of the things that attracted me was that at every level of management within the security industry – even up to Director level – you'll find someone who has done the job "on the shop floor" which is both valuable for the client and your employees alike.

Silhouette: What are the typical challenges you face and how do you deal with them?

Lee: The biggest thing is ensuring the service you provide is best in class for the client, to make sure that you retain, grow and win new business. Recruitment is always a challenge but, as with anything else, attention to detail and the desire to get the job done always help you persevere.

Silhouette: Does this leave time for family life?

Lee: I live in an old mining town called Kirkby in Ashfield, just north of Nottingham near Mansfield. I'm married to Gemma, we've been together for about eight years and married for four. We have two children, Freyja aged 6 and Archie aged 3. I also have a 17 year old son, Aiden, who lives in Fareham in Hampshire. I get to the gym when I can and I'm on call to take Archie to football practice and Freyja to her dance classes.

Make it your mag!

Silhouette will soon be back with more news and views. We'd like to hear from all our readers, so keep your stories and photos coming to The Ed, *Silhouette* Newsletter, Profile Security Services Limited, Zone 2, 2 Pensbury Street, London SW8 4TJ or by email to The Ed at News.Letter@profilesecurity.co.uk

IN MEMORIAM

Ken Whittaker

We sadly mourn the loss of our valued colleague Ken who passed away in April 2022. Ken worked for Profile for 10 years in Clitheroe. He will be missed by his family, friends and his Profile colleagues.